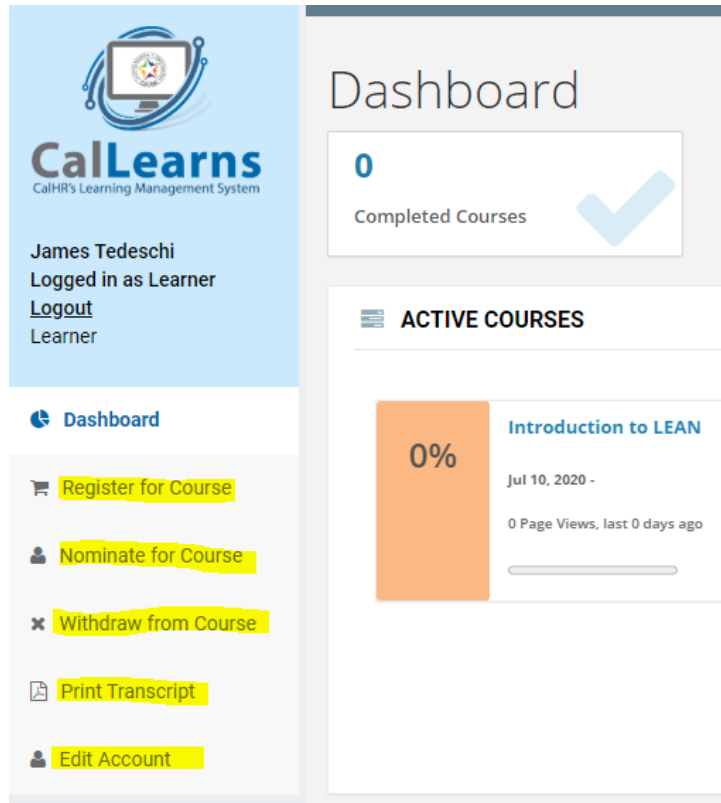


Frequently Asked Questions



Welcome to your CalLearns Dashboard, you will find useful links to the left of the page, where you can register for courses, nominate staff for courses, withdrawal from a course, print your transcripts and edit your account!



Categories of FAQs

FAQs are listed below and are organized into the following categories:

- A. [Create a CalLearns Account](#)
- B. [Course Self-Registration / Nomination / Cancellation / Accommodation](#)
- C. [Course Approval / Course Fees / Payment](#)
- D. [Receive Registration Confirmation / Notice](#)
- E. [Post-Course: Get Certification of Completion](#)
- F. [Future Courses: Interest / Notifications](#)
- G. [Troubleshooting / Errors](#)
- H. [Miscellaneous / Tips](#)

FAQs by Category

A. Create a CalLearns Account _____

1.

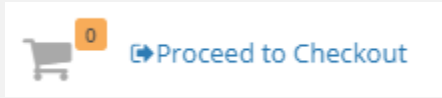
Question	Will employees need to register for a CalLearns account?
Answer	Yes, all employees will need to register for a CalLearns account.

B. Course Self-Registration / Nomination / Cancellation / Accommodation _____

1.

Question	Where can I register for CalHR courses?
Answer	All of our course offerings are now located here: Access CalLearns All FAQ's and tutorials are held at: CalLearns Homepage

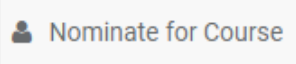
2.

Question	I have enrolled in a course, and it stills shows in my cart via CalLearns; however, the enrollment button is no longer showing. How do I complete the registration process?
Answer	Once in the cart, you will need to "check out" to complete enrollment in the course. Please go to your dashboard and view the cart to see if it is still there. 

3.

Question	Do I need to be an Administrator in CalLearns to register employees?
Answer	No, you can register employees for your department as a Learner.

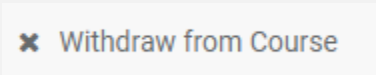
4.

Question	How can I register other employees for training?
Answer	You can use the nominate feature in CalLearns to register employees for training. You will find the "Nominate for Course" button on the left pane of your CalLearns Dashboard. 

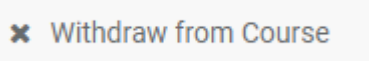
5.

Question	Do you have instructions on how to register an employee for training in CalLearns?
Answer	Yes, please visit this link: Registration Help

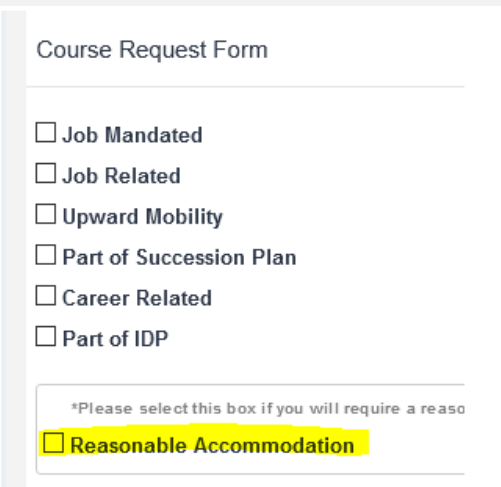
6.

Question	I accidentally signed up for the wrong course; what can I do?
Answer	<p>Please use the "Withdrawal from Course" button on the left pane of your CalLearns Dashboard.</p> 

7.

Question	How can I cancel an instructor-led course via CalLearns?
Answer	<p>Provided the course start date is at least five business days out, you can cancel the course via CalLearns (you no longer need to email our inbox) using the "Withdrawal from Course" button on the left pane of your CalLearns Dashboard.</p> 

8.

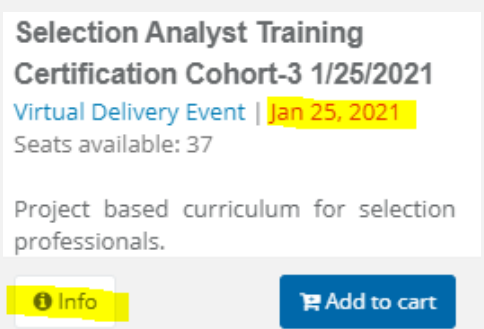
Question	How can I request Reasonable Accommodation for a course?
Answer	<p>During registration, you must request Reasonable Accommodation for classes using the associated button. We will then contact you about your needs.</p> 

C. Course Approval / Course Fees / Payment _____

1.

Question	Will employees still need approval to take a course?
Answer	Yes, employees will need approval for any course requiring payment and the Benefits Administration Manual (BAM) Training.

2.

Question	Where are tuition fees and course dates located?	
Answer	Dates for each class are listed in the course Tile immediately below the course title. Fees for each class are accessible via the "Info" button at the lower left side of the course Tile.	

3.

Question	I added a training course online, but it says I need an "approver"." Who would be considered my approver?
Answer	Please direct this question back to your department's training division. We cannot advise on this.

4.

Question	What is the deadline to approve a course via CalLearns?
Answer	You have five business days prior to the start date to approve a course.

5.

Question	How will payment work?
Answer	Payment will occur via Direct Transfer. We will send an aggregated invoice to your accounting department one month after the training. Confirmation emails will still act as an invoice for individual students.


D. Receive *Registration Confirmation* / Notice _____

1.

Question	Will you send a calendar reminder for training?
Answer	Yes, our confirmation emails now include an Outlook reminder which students can add to their calendars.


E. Post-Course: Get *Certification* of Completion

1.

Question	How can I obtain a training certificate of completion via CalLeans?
Answer	<p>Course Completion certificates are contained within CalLeans.</p> <p>Using the "Download Certificate" button, you can obtain a pdf copy of your certificate at any time after you complete a self-paced or instructor-led class.</p>  A screenshot of the CalLeans user interface. On the left, a button labeled 'Download Certificate' is highlighted with a white box and a blue arrow pointing to it. On the right, under the heading 'COMPLETED COURSES', there is a list of two courses, both titled 'Active Shooter Training'. Each course entry includes a document icon, the course title, and the completion date 'Jul 23, 2020' along with '0 views'.

F. Future Courses: Interest / Notifications

1.

Question	I'm interested in a future course offering; what can I do to express my interest?
Answer	<p>There are classes that we consider adding to our curriculum in the future, but we need first to gauge if there is sufficient interest. Those potential courses are listed, along with the other courses on CalLeans, with one exception: instead of an "Add to Cart" button, you indicate your interest in these classes by clicking the "I'm Interested" button on the bottom right of the class Tile.</p>  A small, dark blue rectangular button with rounded corners. It features a white eye icon on the left and the text 'I'm interested' in white sans-serif font on the right.

2.

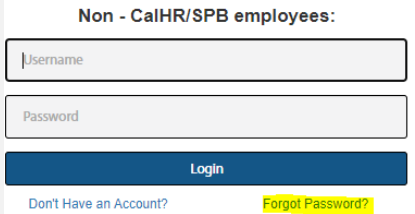
Question	I'd like to receive notifications about upcoming courses; is this possible?
Answer	Yes, please click here: Subscribe to receive updates about all upcoming course offerings through CalHR.

3.

Question	How can I get on the waitlist for a course I'm interested in?
Answer	<p>Seat reservations are on a first APPROVED, first reserved basis. As part of the new LMS, wait lists are now back. If a course is full, you can click on the waitlist button, and you will be inserted into the Wait list line dependent on when your waitlist registration is approved. If a spot opens up at least five business days before a class, and you are on the approved waitlist, you will automatically be registered in the class and you will receive an email notification.</p>

G. Troubleshooting / Errors

1.

Question	It says my CalLearns account already exists; what should I do?
Answer	<p>You will need to retrieve your password (if you forgot it) or reset it.</p> <p>In either case, you will need your username. Your username is what you entered at the time of initial account registration. If you forgot your user name, we suggest trying your email address.</p> <p>To reset your password, click on this link: https://calhr.geniussis.com/Forgot.aspx Once you reset your password, the system will generate and send you a temporary password. Then login to CalLearns to change the temporary password. The new password must be eight characters long and include one uppercase letter.</p> <p>To access a forgotten password, click on this link: Access CalLearns, then follow the instructions.</p> 

2.

Question	I selected a training course, but it says I need an “approver.” Who would be considered my approver?
Answer	Please direct this question back to your department’s training division. We cannot advise on this.

3.

Question	I received an email from CalLearns with a request to approve training for an employee. However, when I attempt to approve the request via the provided link, I am receiving an error. How can I resolve this issue?
Answer	Please email CalHRStatewideTraining@calhr.ca.gov so we can troubleshoot and resolve the issue for you.

4.

Question	I cannot access a course for which I am registered. How do I fix this?
Answer	Please ensure you are not using Internet Explorer (IE); CalLearns does not work with IE. We recommend you use one of the following web browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, or Apple Safari (for Macs).

5.

Question	I am not using IE to access CalLearns, yet I am having issues accessing CalLearns eLearning. What is the first step I should take that usually resolves the problem?
Answer	Try clearing your web browser's cache, cookies and history. Use the following link with instructions that are particular to your web browser: Clear your web browser's cache, cookies, and history

6.

Question	My course date and confirmation date are different.
Answer	For an accurate training date, please reference the date on the ICS file or in your CalLearns account. This is a known issue that we are working to resolve.

H. Miscellaneous / Tips

1.

Question	I have a newly appointed supervisor that needs to get mandated first-year training. Please advise how he/she would accomplish this.
Answer	Supervisor training is now live! Please have the employee create an account in CalLearns and register for the course: California Leadership Academy - Supervisor Development Program.

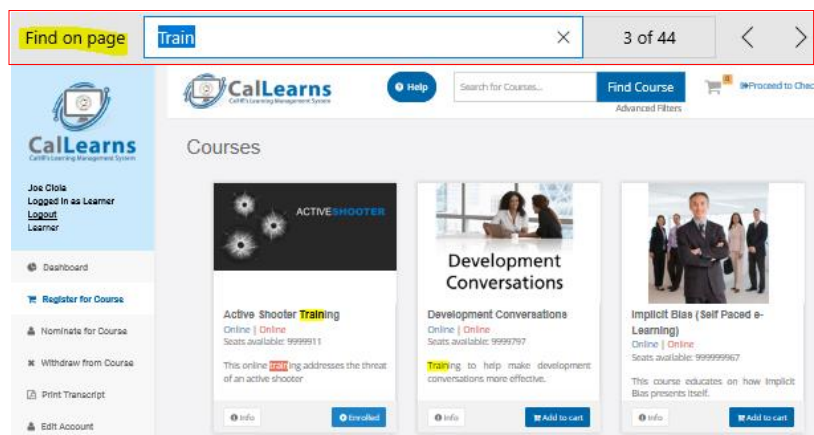
2.

Question	Has there been any extensions to Government Code 19995.4 to meet the leadership requirements due to COVID-19?
Answer	For information regarding any extensions granted to meet the leadership training requirements outlined in Government Code 19995.4 , please see Executive Order N-40-20 and Executive Order N-66-20

Tips:

- CTRL + F** will add a "Find on Page" horizontal search bar at the top of any CalLearns page. You can then search the page for specific words or phrases.

Results will be displayed as highlighted words within each associated course Tile.



[BACK](#)

If there is more than one result (in the above example, there are 44 results as indicated in the horizontal bar at the top), you can then depress the > arrow key at the top right to view the next result.

By searching for the word:

- *Interested* or *TBD*, you can quickly locate future, potential courses.
- *Online* or *999*, you can quickly locate self-paced courses.

2. The “**Advanced Filters**” link immediately below the “Find Course” button, in *CalLearns*, enables you to search a course by a specific Category, Date, Delivery Method, or Location.



The image shows a search interface with a text input field containing the placeholder text "Search for Courses...", a blue button labeled "Find Course", and a yellow link labeled "Advanced Filters" positioned below the button.

3. The “**Find Course**” button in *CalLearns* will only search for active courses (i.e., available for registration). If a course is not active/available, the button will not provide a result.
4. Course Tiles are visually displayed within *CalLearns* in the following order:
 - a. Self-Paced Courses: by Location/Title
 - b. Active Virtual Courses: by Date
 - c. Non-Active Sessions: No specific order